



**Cox Communications, a full-service provider of video, voice and data services, is driven by several powerful advantages, including superior technology, award-winning customer care and a strong financial position. As a result of our continued growth, we have opportunities for motivated customer oriented individuals to join our team.**

For a full description/requirements and application for the following positions, please log on to our website [www.cox.com/coxcareer](http://www.cox.com/coxcareer)

**❖ Collections Specialist II – In House – req#30281**

Utilizes automatic telephone dialer to conduct outbound telephone calls to COX customers with past due accounts.

Receives and handles incoming telephone calls from COX customers with past due accounts.

Reviews customer accounts to determine appropriate course of action based on account history. Makes payment arrangements within approved guidelines and/or arranges for the collection of cable equipment from customers.

Consistently Achieves collections goals and meets department standards of performance as set by the management team.

Provides customer service (as needed, during the course of collection work) by utilizing a working knowledge of all services provided by the company and by responding to delinquent customer inquiries about all subscriber services.

Provide positive Customer Experience for ALL COX customers

Perform Soft Disconnect in customer database when appropriate

**❖ Director of Sales - Cox Business Services – req#30329**

Promotes market and sells Cox Communications business solutions for voice, data and video. Target customers include small, medium and large businesses, as well as, educational, government, and other specific market verticals. Works with corporate leadership to determine and drive sales goals for the system sales team. Develops strategies and processes that support and are aligned & integrated with system goals. Manages and monitors the system's sales revenue plan. Approves sales accounts and territory agreements. Ensures corporate and system sales goals are met through the effective utilization and motivation of sales and support professional. Works with sales team to ensure sales goals are met and in alignment with corporate/system sales strategies. Reviews and assesses sales information provided by direct reports. Responsible for recruiting top talent and ensuring effective training is delivered. Responsible for all cycles of performance management.



**Qualifications:**

- Typically requires BS/BA in related discipline. Generally 10+ years of experience in related field, including several years in a management/supervisory capacity. Certification required in some areas.
- Manages via subordinate supervisors OR A team of exempt professional individual contributors and associated support staff OR May be a Director without direct reports, with primary responsibility for overseeing special groups/projects or processes with dotted-line accountability to the field; Ensures performance planning, coaching, and evaluation occurs per policy ; Recommends pay adjustments and promotions.
- Typically supervises managers and exempt professional or technical staff; may operate as an individual contributor.

**❖ Administrative Specialist III – Req#30415**

Provides a variety of clerical, data entry and administrative support duties for departments, functional groups and/or executives. Types letters, memoranda and reports from drafts and proofreads and reviews documents for grammatical and numerical errors. Schedules resources such as people, meetings, appointments, rooms, equipment, or other resources. Prepares presentations, reports, and other documents using word processing, spreadsheet and presentation software packages. Answers telephone calls, takes messages, responds to questions, and directs callers to appropriate parties. Maintains, updates or creates databases and/or database information. Codes, compiles and files correspondences, records, documents and reports according to an established system. Performs administrative functions such as ordering department supplies, coordinating equipment repair, making staff travel arrangements. Takes and prepares notes of meetings, conferences, and similar proceedings. Sorts and distributes mail and packages to appropriate parties. Greets and assists visitors and arrange for escorts, as necessary. Prepares, checks and processes expense reports. Gathers and arranges materials and relevant information for assigned project or person. At lower levels, may operate a telephone switchboard with numerous extensions.

- HS diploma, GED or relevant work experience; Specialized skill training/certification may be required; 2-5 years of experience in area of responsibility required.
- High proficiency with the use of Excel and PowerPoint and high proficiency in creating reports preferred. Strong organizational skills preferred.



### ❖ **Outside Sales Representative- Cox Business Services – req#30331**

Promotes market and sells Cox Communications business solutions for voice, data and video. Target customers include small, medium and large businesses, as well as, educational, government, and other specific market verticals. Accompanies sales professionals on sales visits, as needed. Supports the sales organization as the technical subject matter expert. Conducts site surveys to determine customer requirements and network compatibility. Develops and executes technical presentations to internal/external groups as needed. Partners with sales organization to determine customer requirements, develops proposals, contracts or contract negotiation as needed. Interfaces with customers and vendors to ensure the integrity of Cox proposals.

#### Qualifications:

- 2 years successful outside B-to-B sales experience with quotas
- Valid state drivers license and good driving record
- PC skills
- 2 years college preferred
- Telecom experience preferred
- Sales experience in local market preferred
- Typically requires BS/BA or Associates degree in related discipline; Generally 2-5 years of experience in related field; certification is required in some areas OR MS/MA and generally 2-4 years of experience in related field. Certification is required in some areas